



What Consumers Say About the Quality of Their Health Plans and Medical Care

**National CAHPS®
Benchmarking Database**

2005 CAHPS® Health Plan Survey Chartbook

October 2005

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This Chartbook is a publication of the National CAHPS[®] Benchmarking Database (the CAHPS Database). The CAHPS Database is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat and Shaller Consulting under Contract Number 290-01-0003.

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Introduction

The *2005 CAHPS Health Plan Survey Chartbook* presents summary-level results for the CAHPS Health Plan Survey 3.0 for the years 2004 and 2005. These results were drawn from the National CAHPS Benchmarking Database (the CAHPS Database), the national repository for data from the CAHPS family of surveys. Since its inception in 1998, this database has served as an important resource for survey sponsors, researchers, and others interested in using comparative CAHPS survey results and detailed benchmark data.

The *CAHPS Health Plan Survey Chartbook* is published annually to provide survey sponsors and others with the most recent national Health Plan Survey results available. National results for other CAHPS surveys, such as the Hospital Survey, will be compiled and published in separate chartbooks as they become available.

The data presented in this Chartbook include results for the following populations:

- Commercial Adult
- Commercial Child (2004 only)
- Medicaid Adult
- Medicaid Child
- State Children's Health Insurance Program (SCHIP) (2004 only)
- Medicare Managed Care

The CAHPS Database is funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by Westat and Shaller Consulting through the CAHPS User Network. An advisory group composed of representatives of survey sponsors and other interested organizations provides oversight and direction for the database.

All sponsors of CAHPS surveys that are administered independently according to CAHPS survey specifications are welcome to participate in the CAHPS Database.¹ Health Plan Survey sponsors submitting data to the CAHPS Database receive a customized report that compares their own results to appropriate national and regional benchmarks. Researchers may gain authorized access to research files from the CAHPS Database by submitting an application to a special research committee of the database advisory group.

Further information about the CAHPS Database is available at <http://ncbd.cahps.org>.

¹ CAHPS surveys that have not been administered according to CAHPS specifications are evaluated for comparability before data are reported in the Chartbook or included in the CAHPS Database research files.

A Brief Overview of CAHPS

CAHPS refers to a family of survey instruments and reporting tools designed to measure important dimensions of health care performance from the consumer's point of view. The program to develop these surveys is sponsored by AHRQ, which is an agency of the U.S. Department of Health and Human Services.

The CAHPS Health Plan Survey was developed for use with all types of health insurance enrollees (commercial, Medicaid, SCHIP, and Medicare) and across the full range of health care delivery systems – from fee-for-service to managed care plans. Versions are available for adults reporting on their own experiences as well as for parents or guardians reporting on the experiences of their children. Supplemental questions may be added to meet the individual needs of users. For example, there are supplemental items for collecting data on the experiences of adults with chronic conditions.

The CAHPS Team is currently developing and testing surveys on patient's experiences with medical groups, clinicians, and hospitals. They are also updating the Health Plan Survey to better meet the needs of users.

The **CAHPS Health Plan Survey and Reporting Kit** provides users with all the tools required to conduct the survey, analyze the data, and report the results. This Kit and further information on products and resources are available through the CAHPS Web site: <http://www.cahps-sun.org>. Additionally, you can contact the CAHPS User Network at cahps1@westat.com or by phone at 1-800-492-9261 with questions and comments.

Key Findings

The charts in this report present CAHPS Health Plan Survey 3.0 results for 2004 and 2005 in the commercial, Medicaid, SCHIP, and Medicare Managed Care sectors. Because the data sources for the two years are not exactly the same (see Data Sources and Comparison Limitations, page 4), the results for 2004 and 2005 are not directly comparable. However, they are presented together in this report to enable readers to easily view the results of both years.

Overall survey results continue to remain largely consistent with those of previous years, reflecting an overall stability in consumer assessments of their health care. Key findings include:

- ***As in previous years, the majority of survey respondents rate their medical care providers and overall health care highly.*** Well over 50 percent of all respondents across all sectors rated their personal doctors and specialists either “9” or “10” on a 10-point scale where “0” is the worst possible and “10” is the best possible. Over half of all respondents also rated their overall health care highly.
- ***In general, respondents rate their health plans lower than they rate their personal doctors and specialists.*** Lower ratings for health plans are especially notable among commercial sector respondents. The exception is among SCHIP enrollees, who gave their health plans higher ratings than their medical care providers in 2004.
- ***Respondents across all sectors showed a slight increase in both their ratings and their reports of their experiences between 2004 and 2005.*** The only exception to this overall increase was in respondent ratings of Child Medicaid providers and health plans.
- ***Respondents across all sectors report the most positive experiences for questions related to “getting needed care.”*** For example, 83% of Medicare enrollees in 2005 report “not a problem” to questions about access to needed care. In contrast, questions related to “getting care quickly” receive the least positive responses; only 58% of Medicare enrollees in 2005 report “not a problem” to these questions.
- ***Parents responding about their children generally report more positive experiences than adults responding about their own care, except for Medicare enrollees.*** The one exception to this is respondent ratings of Child Commercial specialists in 2004.

Data Sources and Comparison Limitations

The data presented in this report were compiled from Health Plan Survey 3.0 results submitted to the CAHPS Database by various survey sponsors, including public and private employers, State Medicaid agencies, SCHIP programs, and individual health plans. The 2005 results are based on survey data collected between September 2004 and July 2005. The 2004 results are based on survey data collected between September 2003 and July 2004. Due to differences in the source of data submissions to the CAHPS Database from year to year, it is not possible to directly compare results for the two years.

The Medicare Managed Care Survey results originate from the Centers for Medicare & Medicaid Services' (CMS) annual survey of Medicare beneficiaries enrolled in managed care health plans. These 2004 results are from survey data collected from September 2003 through December 2003 while 2005 results are from survey data collected from October 2004 through January 2005. Readers should note that the Medicare results presented in this Chartbook may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or the use of case-mix adjustment variables.

The following table presents the number of commercial, Medicaid, SCHIP, and Medicare survey respondents and health plan samples included in the CAHPS Database for 2005 and 2004. The number of health plan samples is indicated in parentheses.

Table 1. Number of Survey Respondents and Health Plan Samples: 2005 and 2004

Year	Commercial		Medicaid		SCHIP	Medicare
	Adult	Child	Adult	Child	Child	Adult
2005	123,272 (254)	2,661 (4)	32,115 (76)	40,204 (65)	1,252 (3)	127,930 (276)
2004	111,680 (224)	7,024 (12)	59,515 (149)	86,159 (128)	16,657 (29)	132,420 (288)

Comparisons of the data submitted in each of the two years are noted below:

Commercial: The number of adult commercial submissions increased slightly between 2005 and 2004, with the majority (over 80,000 respondents) coming from the U.S. Office of Personnel Management (OPM), the Federal agency that sponsors health benefits for the civilian Federal government workforce. Other sources of commercial submissions include state employers, state health data commissions, and individual health plans. Child survey submissions in 2005 fell below the 2004 level, reflecting the continued decline in the use of this survey in the commercial sector.

Medicaid: Fewer States submitted Medicaid data in 2005 than in 2004, resulting in fewer overall plan samples and respondents in 2005. The decline was particularly sharp because some large states (e.g., California and New York) did not collect and submit CAHPS data in 2005. Of the 15 submitting States, 13 submitted adult data and 12 submitted child data.

Compared to 2004, the number of child surveys submitted in 2005 decreased. These fluctuations reflect a decision on the part of many States to administer the CAHPS Health Plan Survey on an "every other year" basis, or to implement alternating versions

of the survey from one year to the next, e.g., alternating between the adult and child versions from year to year.

SCHIP: Only two States (Arkansas and Virginia) submitted State Children's Health Insurance Program (SCHIP) data in 2005, down from 4 States in 2004.

Medicare: Each year, the CAHPS Database receives the complete data files for the CAHPS Medicare Managed Care survey sponsored by CMS. This survey includes all health plans with separate Medicare risk contracts in effect on or before July 1st of the preceding year. For 2005, 276 plan samples were selected from 173 individual health plans. The number of plan samples and respondents for the Medicare Managed Care population remained relatively stable between 2004 and 2005.

Tables 2 and 3 on the following two pages present the number of respondents and health plan samples in the CAHPS Database for 2005 and 2004 by State, including U.S. territories and the District of Columbia.

Table 2. 2005 Survey Respondents and Health Plan Samples by State

State	Commercial		Medicaid		SCHIP	Medicare
	Adult	Child	Adult	Child	Child	Adult
Alabama	-	-	-	-	-	1,799 (4)
Arizona	2,726 (6)	-	-	-	-	3,755 (8)
Arkansas	-	-	533 (1)	504 (1)	631 (1)	-
California	9,539 (10)	-	861 (2)	-	-	22,965 (49)
Colorado	3,541 (7)	-	1,384 (3)	1,678 (3)	-	4,238 (9)
Connecticut	2,152 (5)	-	791 (2)	641 (1)	-	1,385 (3)
Delaware	451 (1)	-	-	-	-	-
DC	975 (2)	-	-	-	-	482 (1)
Florida	3,869 (9)	-	2,731 (11)	2,305 (10)	-	13,038 (29)
Georgia	1,544 (4)	-	-	-	-	451 (1)
Guam	517 (1)	-	-	-	-	-
Hawaii	1,391 (2)	-	-	2,093 (3)	-	1,385 (3)
Idaho	-	-	-	-	-	924 (2)
Illinois	4,434 (10)	-	-	-	-	2,797 (6)
Indiana	2,841 (6)	-	-	-	-	1,412 (3)
Iowa	1,559 (3)	-	-	-	-	921 (2)
Kansas	1,544 (4)	-	857 (2)	3,719 (3)	-	949 (2)
Kentucky	2,192 (5)	-	-	-	-	450 (1)
Louisiana	813 (2)	-	-	-	-	1,410 (3)
Maine	1,081 (2)	-	-	-	-	-
Maryland	4,184 (9)	-	2,638 (7)	6,981 (7)	-	989 (2)
Massachusetts	5,787 (12)	-	-	-	-	4,175 (9)
Michigan	3,903 (8)	623 (1)	6,409 (15)	7,162 (15)	-	938 (2)
Minnesota	528 (1)	-	-	-	-	2,744 (6)
Mississippi	-	-	-	-	-	-
Missouri	3,112 (7)	-	374 (1)	2,778 (6)	-	2,867 (6)
Nebraska	346 (1)	-	-	-	-	477 (1)
Nevada	836 (2)	-	-	-	-	1,903 (4)
New Hampshire	988 (2)	-	-	-	-	472 (1)
New Jersey	3,096 (7)	-	416 (1)	-	-	2,756 (6)
New Mexico	2,111 (6)	-	1,007 (3)	2,363 (3)	-	945 (2)
New York	6,730 (13)	-	948 (2)	-	-	11,773 (27)
North Carolina	744 (2)	-	232 (1)	250 (1)	-	968 (2)
North Dakota	-	-	-	-	-	478 (1)
Ohio	5,966 (11)	-	3,697 (6)	7,021 (6)	-	6,558 (14)
Oklahoma	683 (2)	-	-	358 (1)	-	947 (2)
Oregon	1,853 (3)	-	-	-	-	6,085 (13)
Pennsylvania	2,382 (5)	1,221 (1)	3,562 (7)	1,743 (3)	-	8,516 (18)
Puerto Rico	741 (2)	-	-	-	-	935 (2)
Rhode Island	-	-	545 (1)	-	-	1,353 (3)
South Dakota	476 (1)	-	-	-	-	-
Tennessee	1,542 (3)	-	610 (1)	-	-	1,407 (3)
Texas	9,616 (22)	319 (1)	-	-	-	4,110 (9)
Utah	2,618 (6)	498 (1)	1,131 (2)	-	-	-
Vermont	-	-	390 (1)	-	-	-
Virginia	2,094 (4)	-	635 (2)	608 (2)	621 (2)	944 (2)
Washington	5,065 (9)	-	2,364 (5)	-	-	3,353 (7)
West Virginia	-	-	-	-	-	916 (2)
Wisconsin	9,277 (25)	-	-	-	-	2,960 (6)
Multi-state plans	357 (1)	-	-	-	-	-
TOTAL	123,272 (254)	2,661 (4)	32,115 (76)	40,204 (65)	1,252 (3)	*127,930 (276)

*There were 276 plan samples selected from 173 individual Medicare Managed Care health plans.

Table 3. 2004 Survey Respondents and Health Plan Samples by State

State	Commercial		Medicaid		SCHIP	Medicare
	Adult	Child	Adult	Child	Child	Adult
Alabama	424 (1)	-	-	-	-	1,773 (4)
Arizona	2,595 (5)	-	-	-	-	3,699 (8)
Arkansas	-	-	-	-	-	-
California	9,607 (10)	-	14,666 (30)	32,458 (30)	12,317(25)	21,614(49)
Colorado	2,803 (5)	-	2,153 (4)	2,316 (4)	-	4,470 (9)
Connecticut	1,988 (5)	-	780 (2)	628 (1)	-	1,386 (3)
Delaware	406 (1)	-	-	-	-	-
DC	2,012 (4)	-	-	-	-	450 (1)
Florida	3,186 (7)	-	2,337 (10)	2,262 (10)	-	11,177(27)
Georgia	984 (2)	-	-	-	-	945 (2)
Guam	457 (1)	-	-	-	-	-
Hawaii	1,352 (2)	-	1,622 (3)	-	-	1,372 (3)
Idaho	-	-	-	-	-	1,024 (2)
Illinois	4,765 (10)	-	-	-	-	3,746 (8)
Indiana	3,344 (7)	-	-	-	-	1,483 (3)
Iowa	1,884 (4)	-	-	-	-	1,013 (2)
Kansas	881 (2)	-	747 (2)	895 (1)	1,592 (1)	1,015 (2)
Kentucky	973 (2)	-	-	-	-	1,003 (2)
Louisiana	375 (1)	-	-	-	-	1,340 (3)
Maine	979 (2)	-	-	-	-	-
Maryland	2,481 (5)	-	2,160 (6)	5,854 (6)	-	883 (2)
Massachusetts	3,648 (7)	362 (1)	1,604 (5)	2,461 (5)	-	4,800(10)
Michigan	5,136 (11)	598 (1)	7,232 (17)	-	-	2,014 (4)
Minnesota	495 (1)	-	-	-	-	2,922 (6)
Mississippi	-	-	-	-	-	391 (1)
Missouri	1,977 (4)	-	396 (1)	4,164 (7)	-	2,908 (6)
Nebraska	-	-	-	-	-	503 (1)
Nevada	801 (2)	-	419 (1)	-	-	1,868 (4)
New Hampshire	460 (1)	-	-	-	-	479 (1)
New Jersey	2,921 (7)	-	422 (1)	-	-	3,051 (7)
New Mexico	2,330 (6)	271 (1)	951 (3)	2,280 (3)	-	1,422 (3)
New York	6,541 (13)	2,269 (2)	11,605 (30)	9,502 (27)	-	10,854(26)
North Carolina	373 (1)	-	-	-	-	993 (2)
North Dakota	-	-	-	-	-	486 (1)
Ohio	6,157 (12)	-	2,434 (4)	5,214 (4)	-	8,009(17)
Oklahoma	935 (2)	-	1,422 (4)	-	-	957 (2)
Oregon	1,224 (2)	-	2,904 (15)	3,316 (15)	-	6,401(13)
Pennsylvania	3,215 (7)	1,162 (1)	3,672 (7)	4,137 (7)	-	9,486(20)
Puerto Rico	485 (1)	-	-	-	-	-
Rhode Island	-	-	619 (1)	-	-	1,405 (3)
South Dakota	-	-	-	-	-	-
Tennessee	1,271 (3)	-	550 (1)	-	-	1,548 (3)
Texas	6,797 (16)	417 (1)	-	-	-	3,559 (8)
Utah	1,007 (2)	1,945 (5)	-	1,356 (2)	1,847 (2)	518 (1)
Vermont	-	-	417 (1)	-	-	-
Virginia	2,055 (4)	-	403 (1)	-	-	1,002 (2)
Washington	6,710 (12)	-	-	9,316 (6)	901 (1)	3,415 (7)
West Virginia	-	-	-	-	-	2,416 (5)
Wisconsin	7,550 (22)	-	-	-	-	2,620 (5)
Multi-state plans	8,096 (12)	-	-	-	-	-
TOTAL	111,680 (224)	7,024 (12)	59,515 (149)	86,159 (128)	16,657 (29)	*132,420 (288)

*There were 288 plan samples selected from 179 individual Medicare Managed Care health plans.

Results for Reporting Composites and Individual Items

Most of the CAHPS Health Plan Survey questions ask respondents to report on their experiences with various aspects of their care. Survey items that address the same aspect of care or service are combined into summary measures known as composites. The five composites drawn from the Health Plan Survey summarize enrollees' experiences in the following areas:

- Getting needed care
- Getting care quickly
- Doctors who communicate well
- Courteous and helpful office staff
- Health plan customer service

The questions that make up the “getting needed care” and “customer service” composites ask respondents to indicate how much of a problem the respondent has had with a certain aspect of care in the past 12 months (if commercial and Medicare plan enrollees) or 6 months (if Medicaid and SCHIP plan enrollees):

- “not a problem,”
- “a small problem,” or
- “a big problem.”

Results for these composites are reported as the percentage of respondents indicating “not a problem.”

The questions that make up the other three composites ask respondents how often something has happened in the past 12 months (if commercial and Medicare plan enrollees) or 6 months (if Medicaid and SCHIP plan enrollees):

- “never,”
- “sometimes,”
- “usually,” or
- “always.”

Results for these composites are reported as the percentage of respondents indicating “always.”

The following charts show the distribution of CAHPS survey scores for each of the five composite measures and the individual items that make up each of the composites.² A minimum number of 10 plan samples are required to generate results. An “NA” appears for the following results because less than 10 plan samples were submitted to the CAHPS Database: 2005 Child Commercial and 2005 SCHIP results.

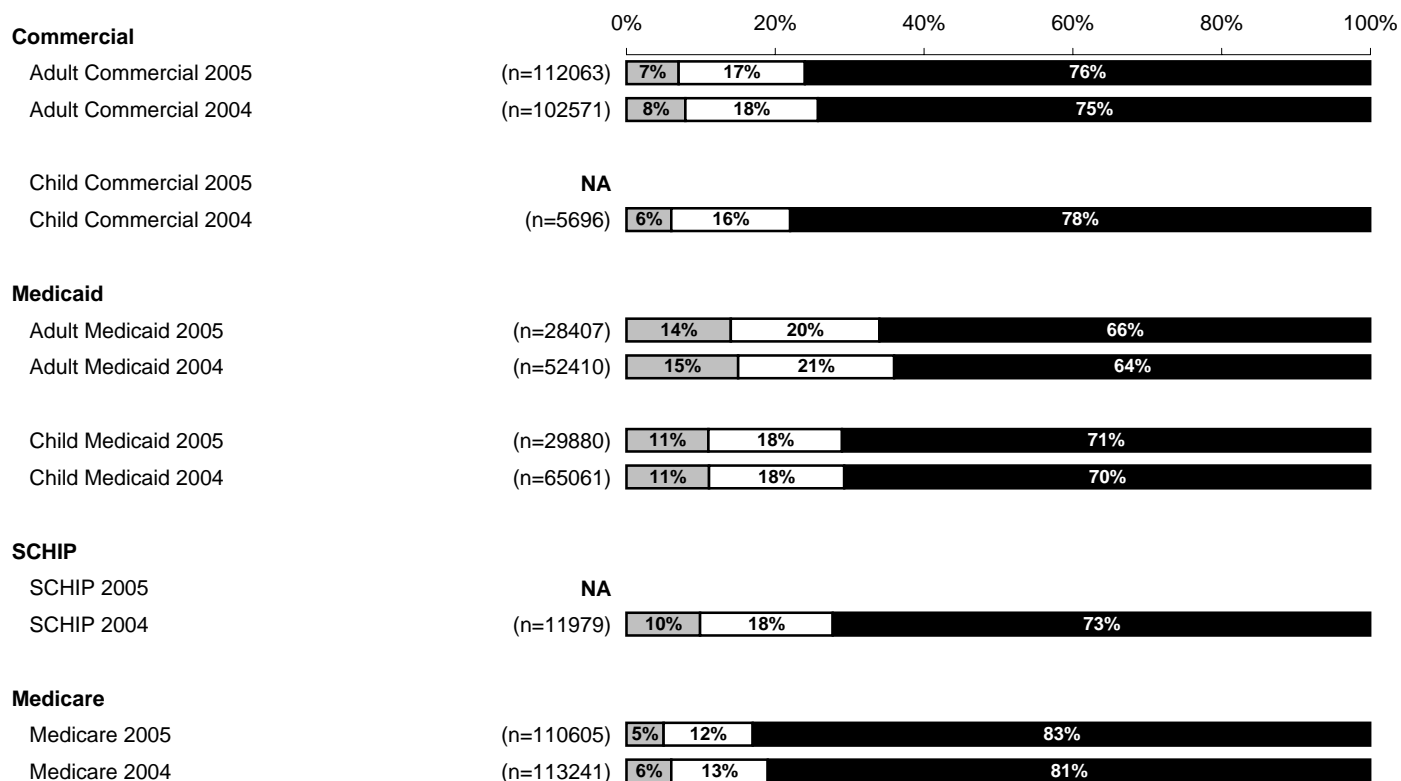
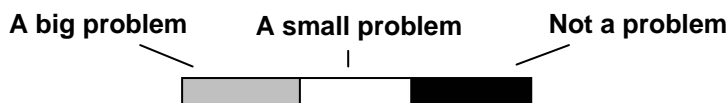
Supporting Information in the Appendix

The Appendix lays out the individual survey items and response options that make up each of the composites, as well as the wording and response options for each of the rating questions.

² The Medicare Managed Care Survey results presented in these charts may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or the use of case-mix adjustment variables. These results, as well as those presented elsewhere, originate from the same source – CMS's annual survey of Medicare beneficiaries enrolled in managed care health plans.

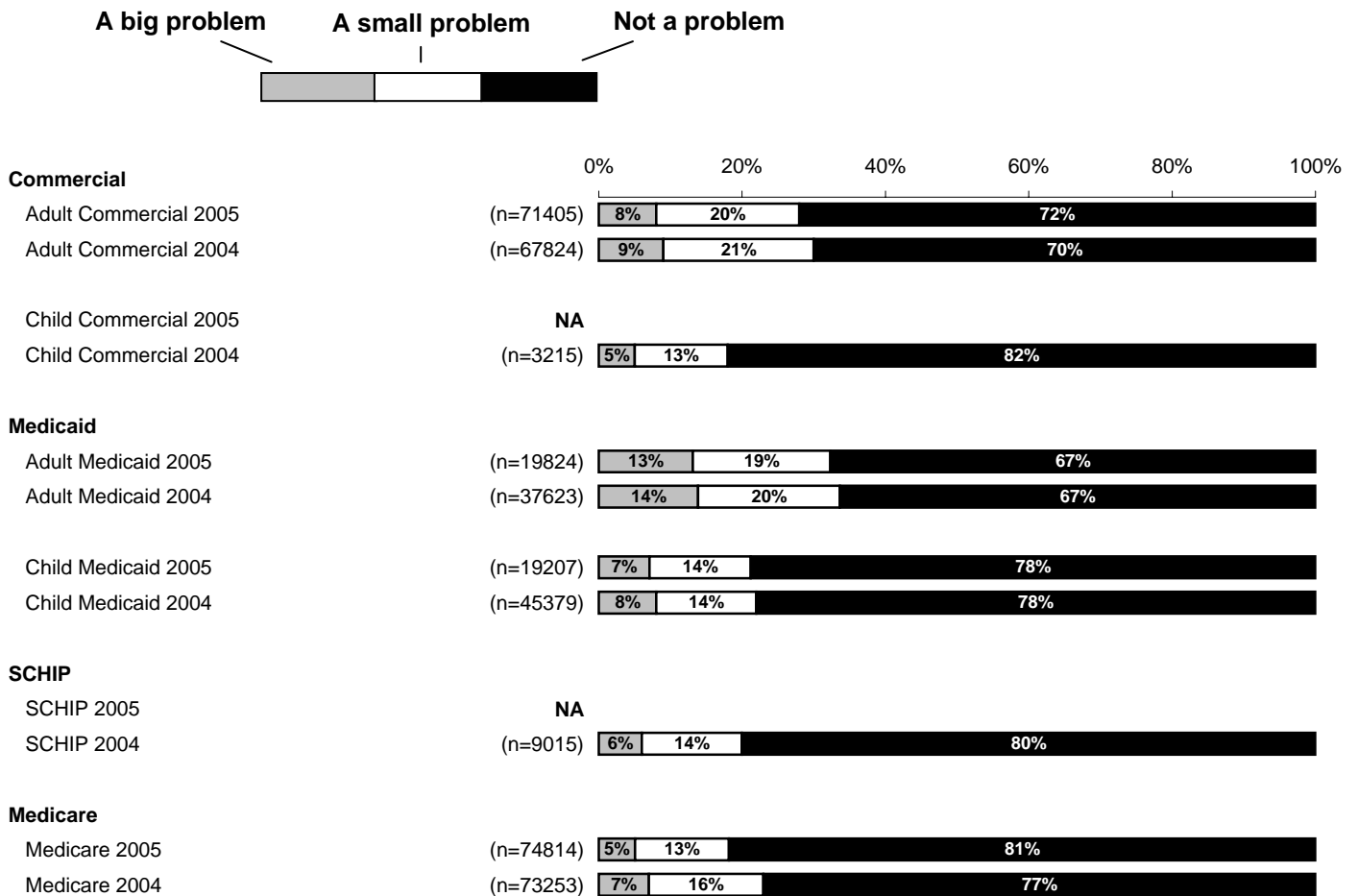
Getting Needed Care

Combines responses from four questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.



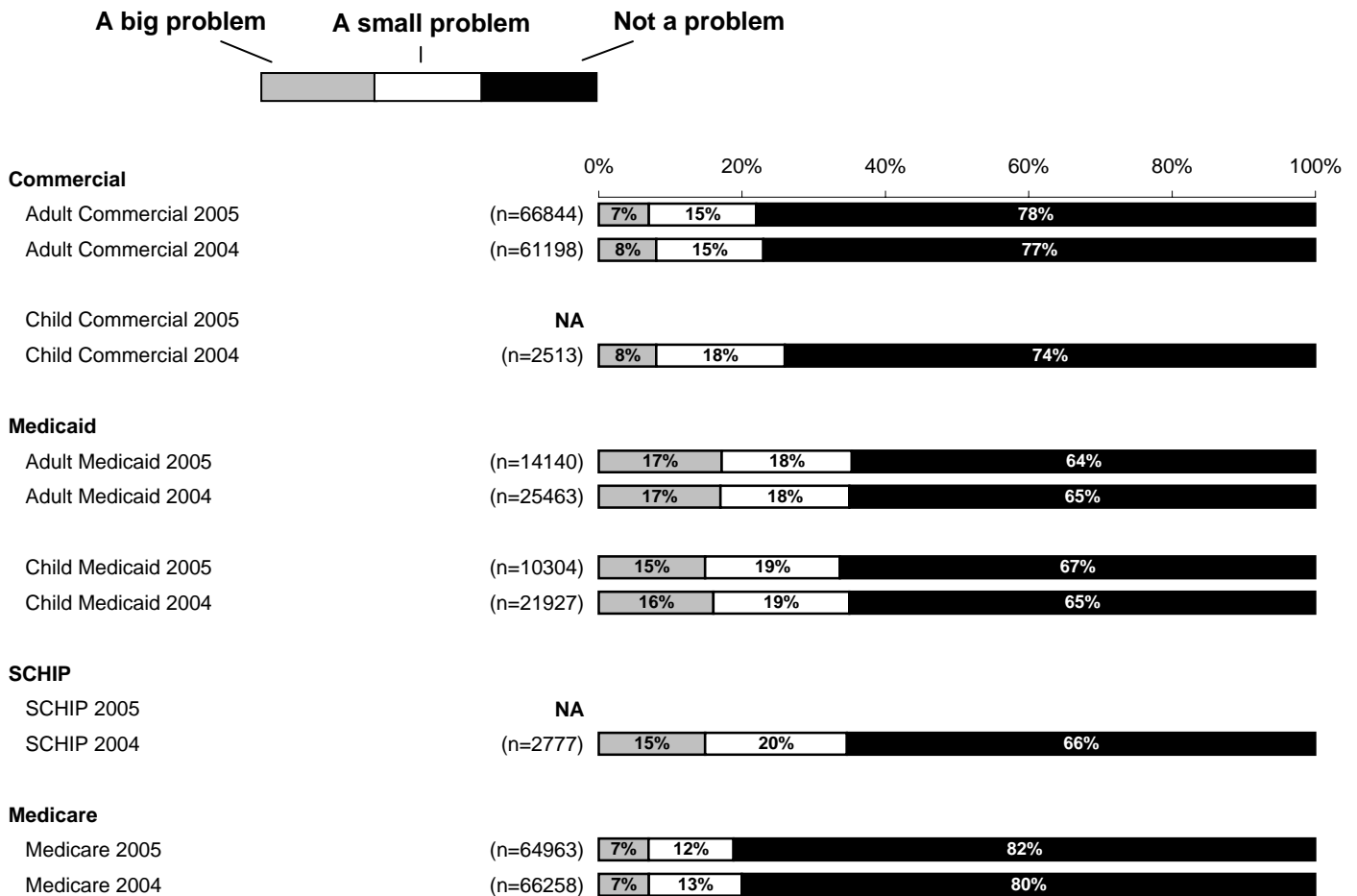
NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, consumers had with getting a personal doctor or nurse they were happy with.



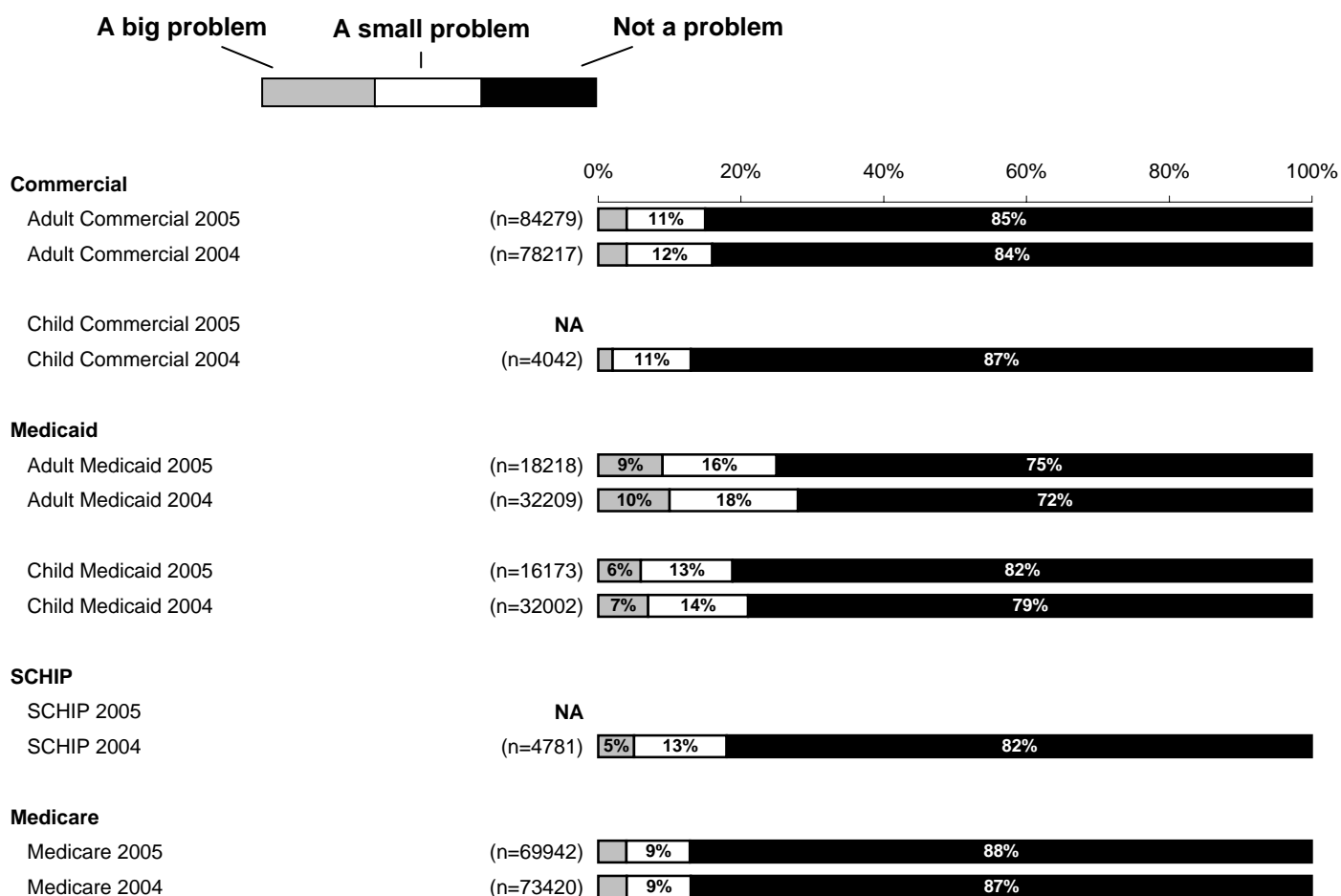
NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, consumers had with seeing a specialist they needed to see.



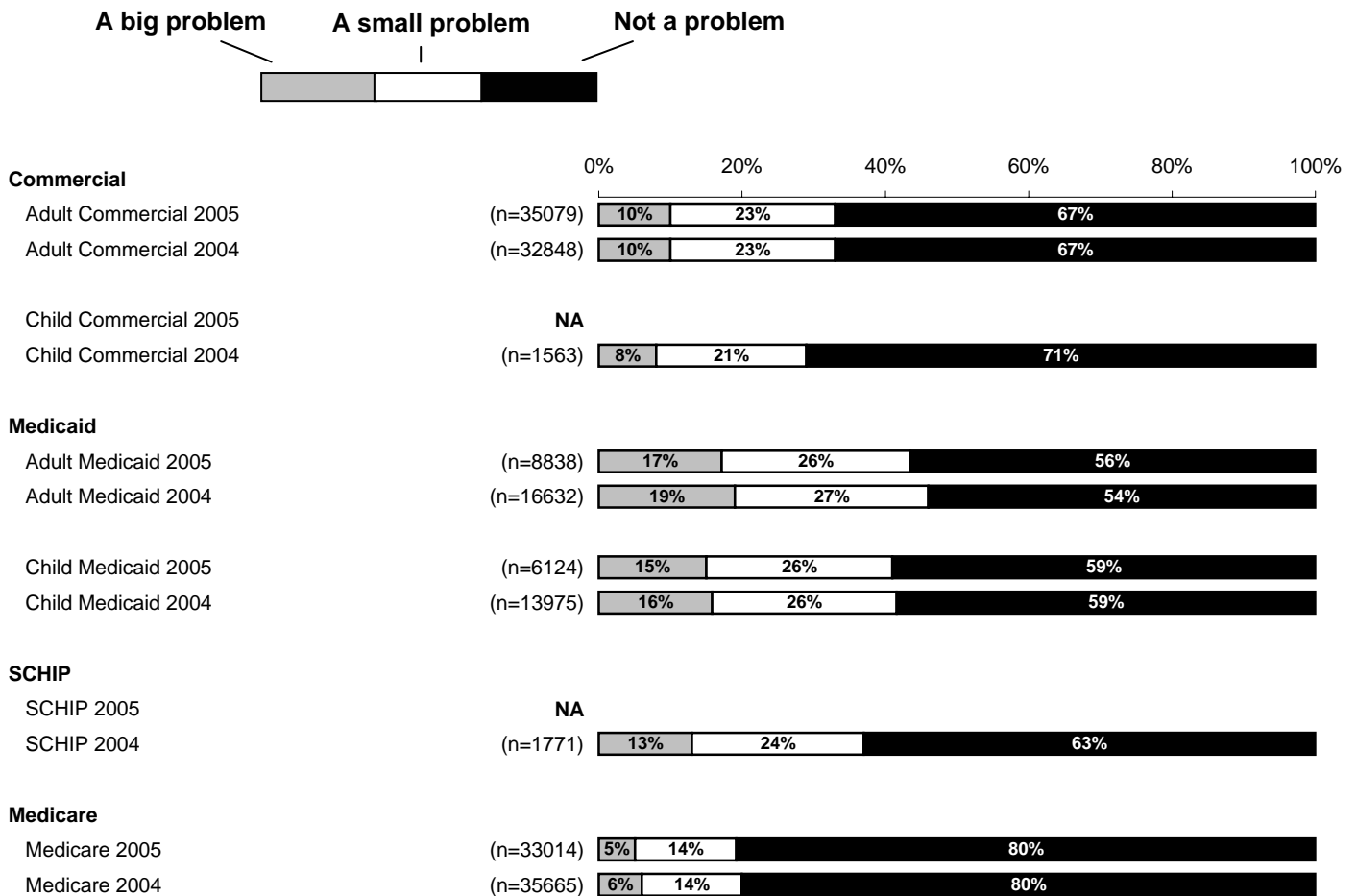
NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, consumers had with getting the care, tests, or treatment they or a doctor believed necessary.



NOTE: Response distributions may not sum to 100 percent due to rounding.

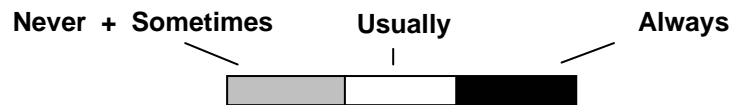
How much of a problem, if any, consumers had with delays in health care while they waited for approval from their health plan.



NOTE: Response distributions may not sum to 100 percent due to rounding.

Getting Care Quickly

Combines responses from four questions regarding how often consumers received various types of care in a timely manner.



Commercial

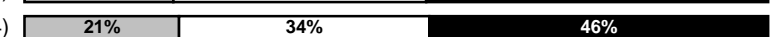
Adult Commercial 2005

(n=111919)



Adult Commercial 2004

(n=102404)



Child Commercial 2005

NA

Child Commercial 2004

(n=6635)



Medicaid

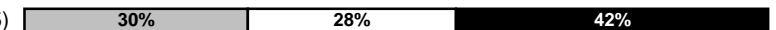
Adult Medicaid 2005

(n=28262)



Adult Medicaid 2004

(n=51215)



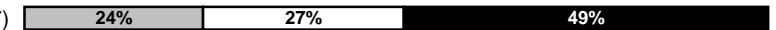
Child Medicaid 2005

(n=34677)



Child Medicaid 2004

(n=72417)



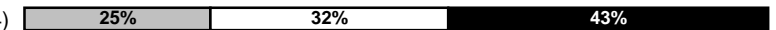
SCHIP

SCHIP 2005

NA

SCHIP 2004

(n=12324)



Medicare

Medicare 2005

(n=105051)



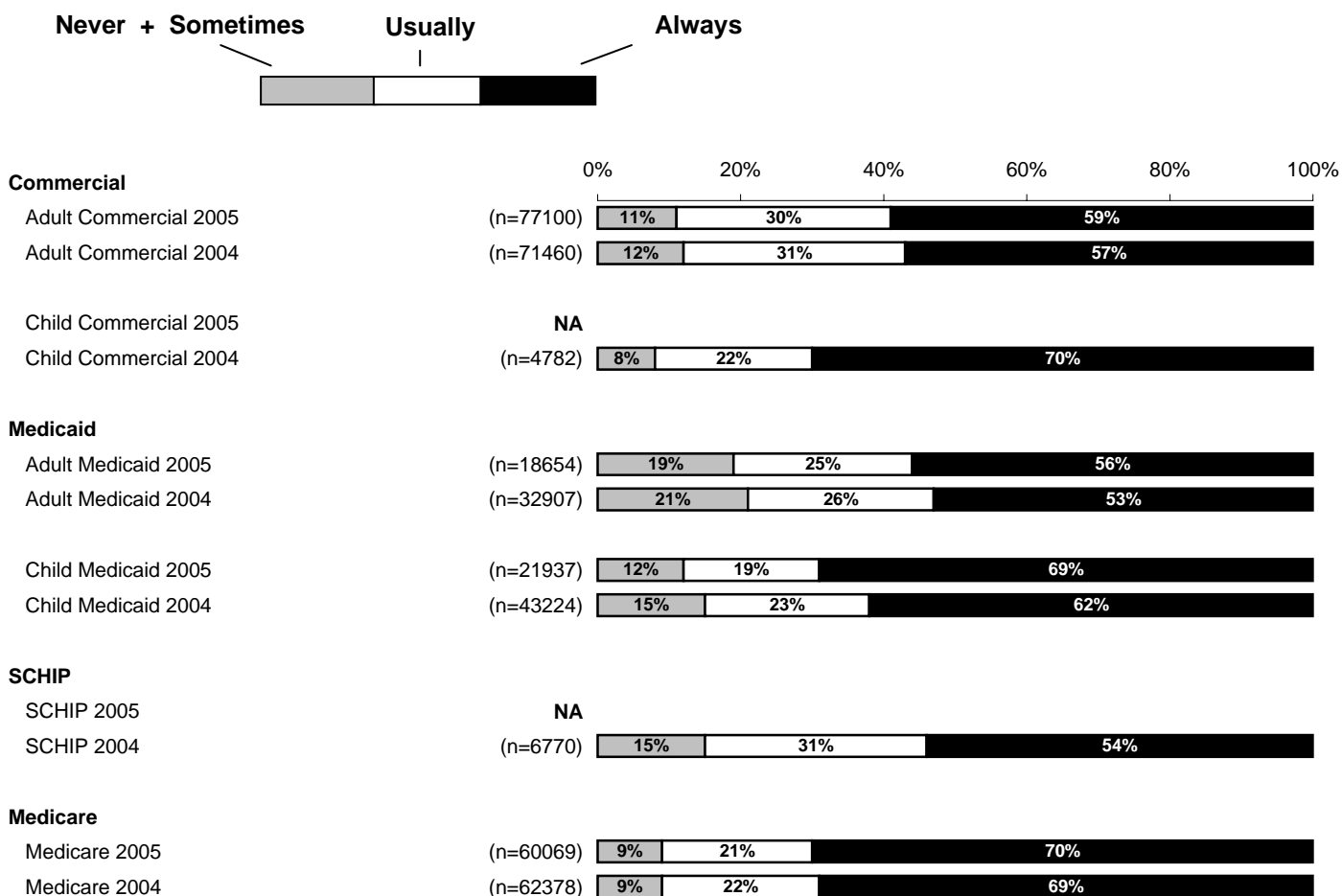
Medicare 2004

(n=108092)



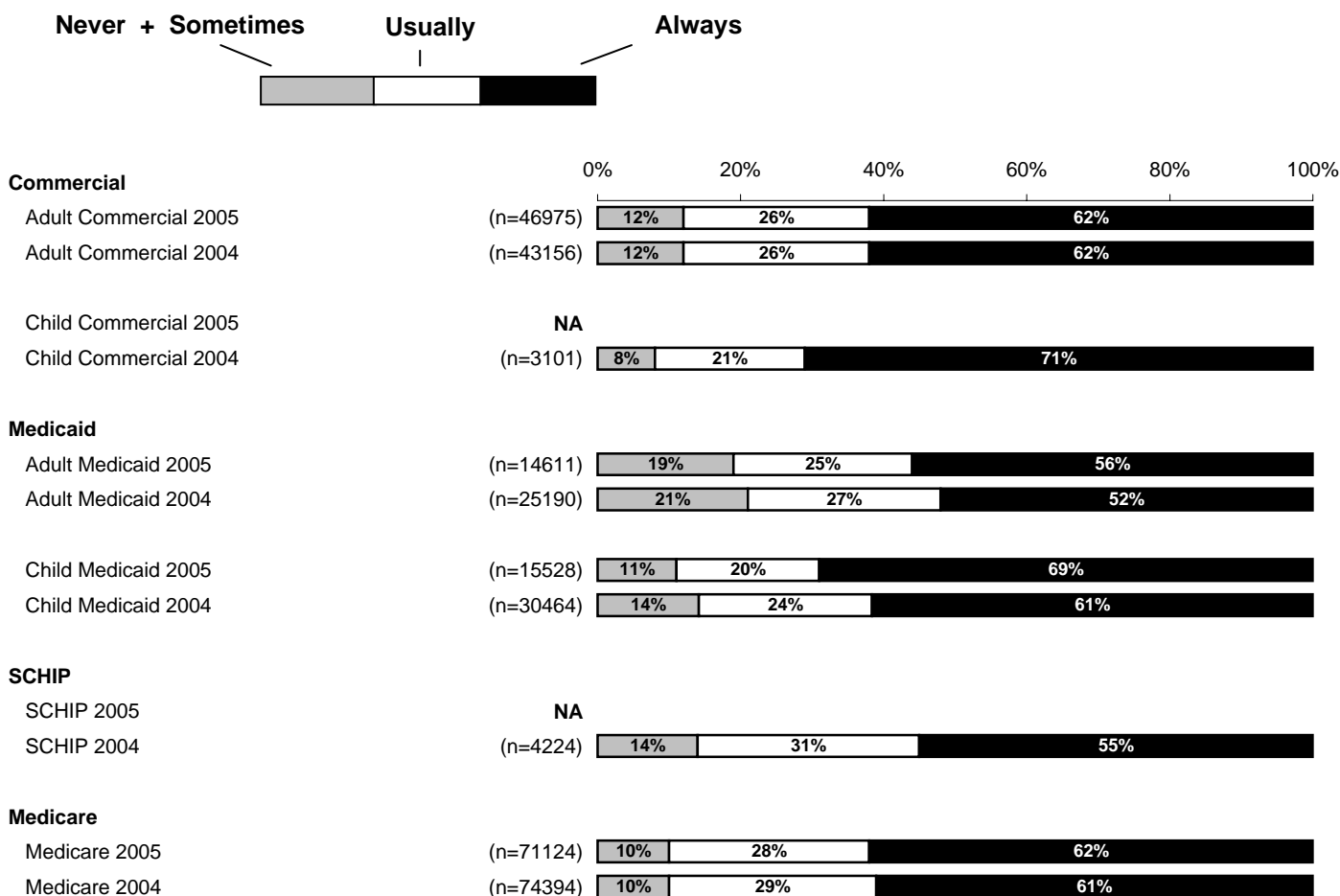
NOTE: Response distributions may not sum to 100 percent due to rounding.

When consumers called during regular office hours, how often did they get the help or advice they needed.



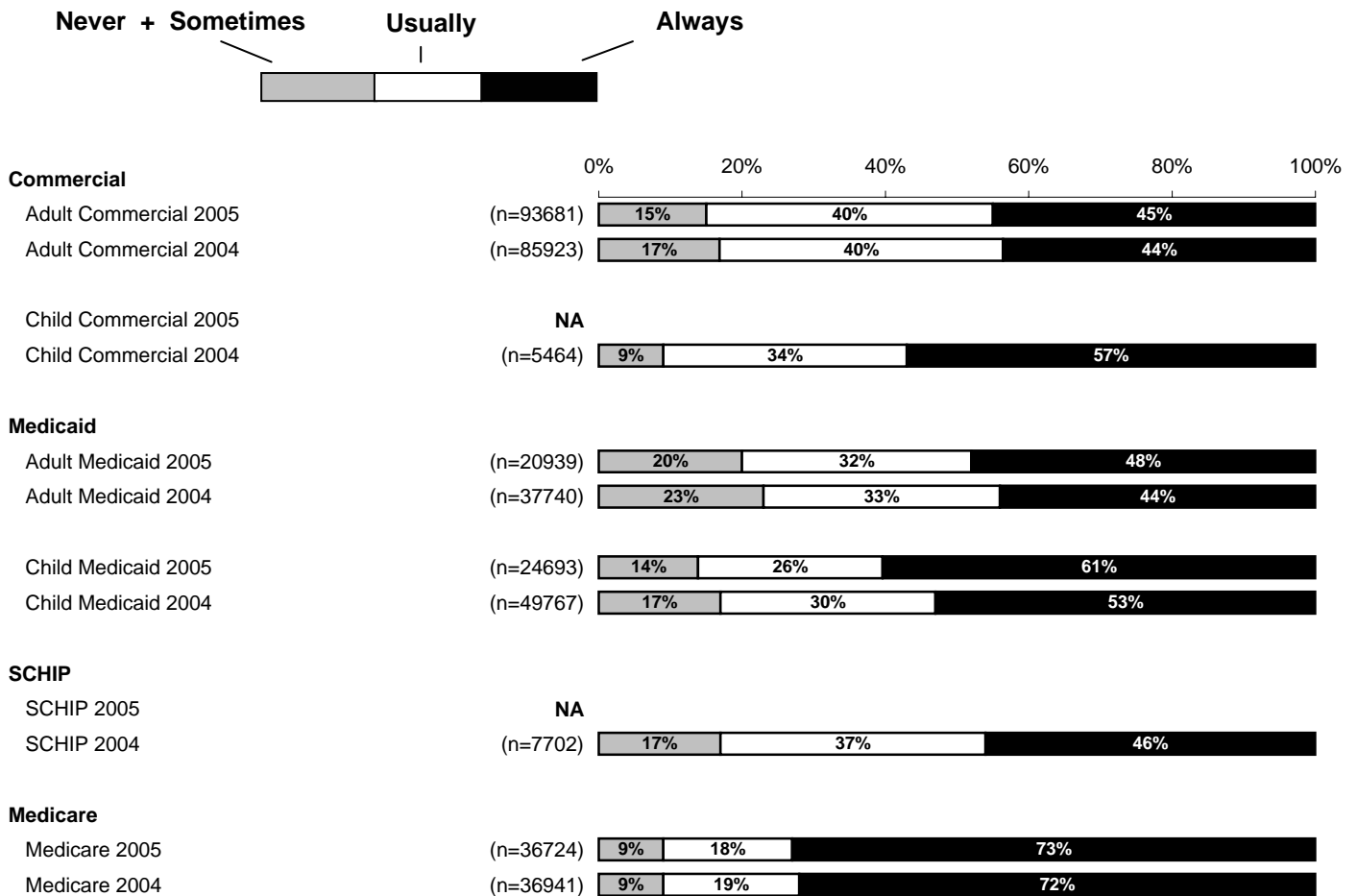
NOTE: Response distributions may not sum to 100 percent due to rounding.

When consumers needed care right away for an illness, injury, or condition, how often did they get care as soon as they wanted.

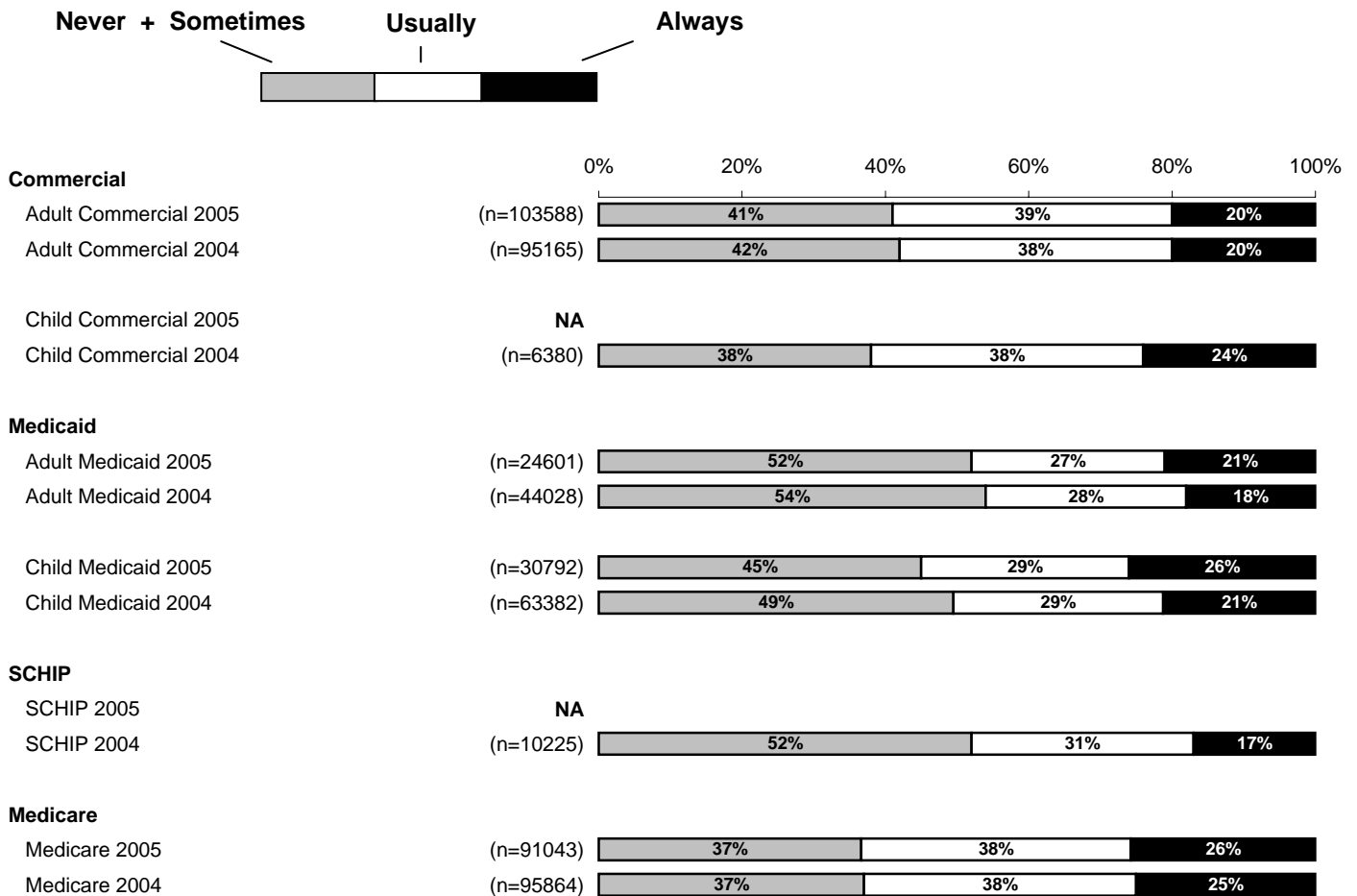


NOTE: Response distributions may not sum to 100 percent due to rounding.

Not counting times consumers needed health care right away, how often did they get an appointment for health care as soon as they wanted.



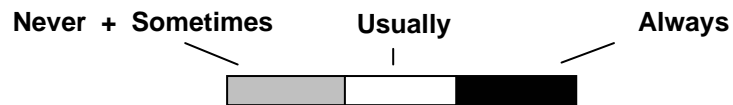
NOTE: Response distributions may not sum to 100 percent due to rounding.

How often were consumers taken to the exam room within 15 minutes of their appointment.

NOTE: Response distributions may not sum to 100 percent due to rounding.

Doctors Who Communicate Well

Combines responses to questions regarding how often doctors communicated well with consumers.



Commercial

Adult Commercial 2005

(n=104448)



Adult Commercial 2004

(n=95888)



Child Commercial 2005

NA

Child Commercial 2004

(n=6420)



Medicaid

Adult Medicaid 2005

(n=24923)



Adult Medicaid 2004

(n=44788)



Child Medicaid 2005

(n=31387)



Child Medicaid 2004

(n=65104)



SCHIP

SCHIP 2005

NA

SCHIP 2004

(n=11002)



Medicare

Medicare 2005

(n=94653)

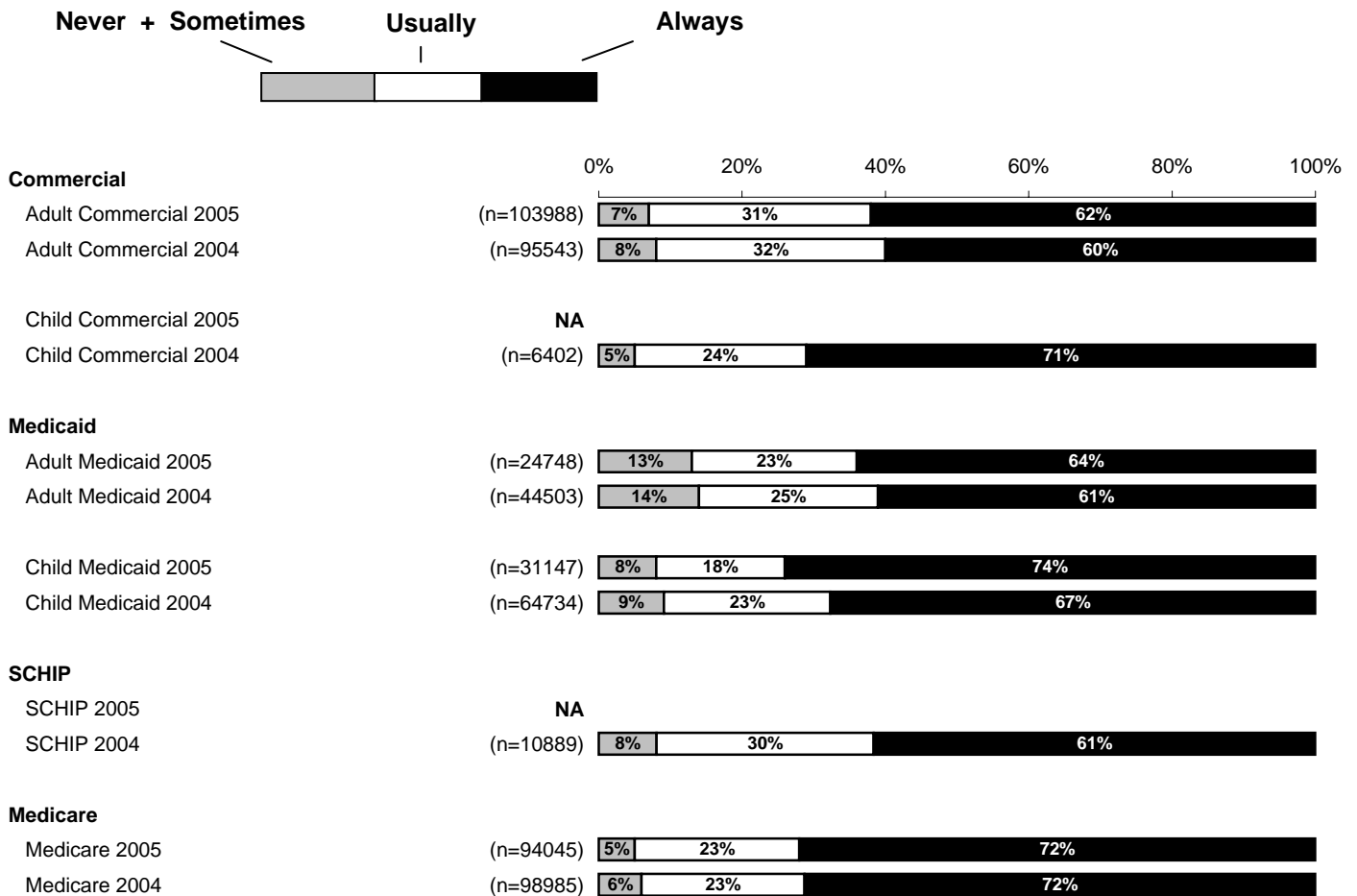


Medicare 2004

(n=99679)

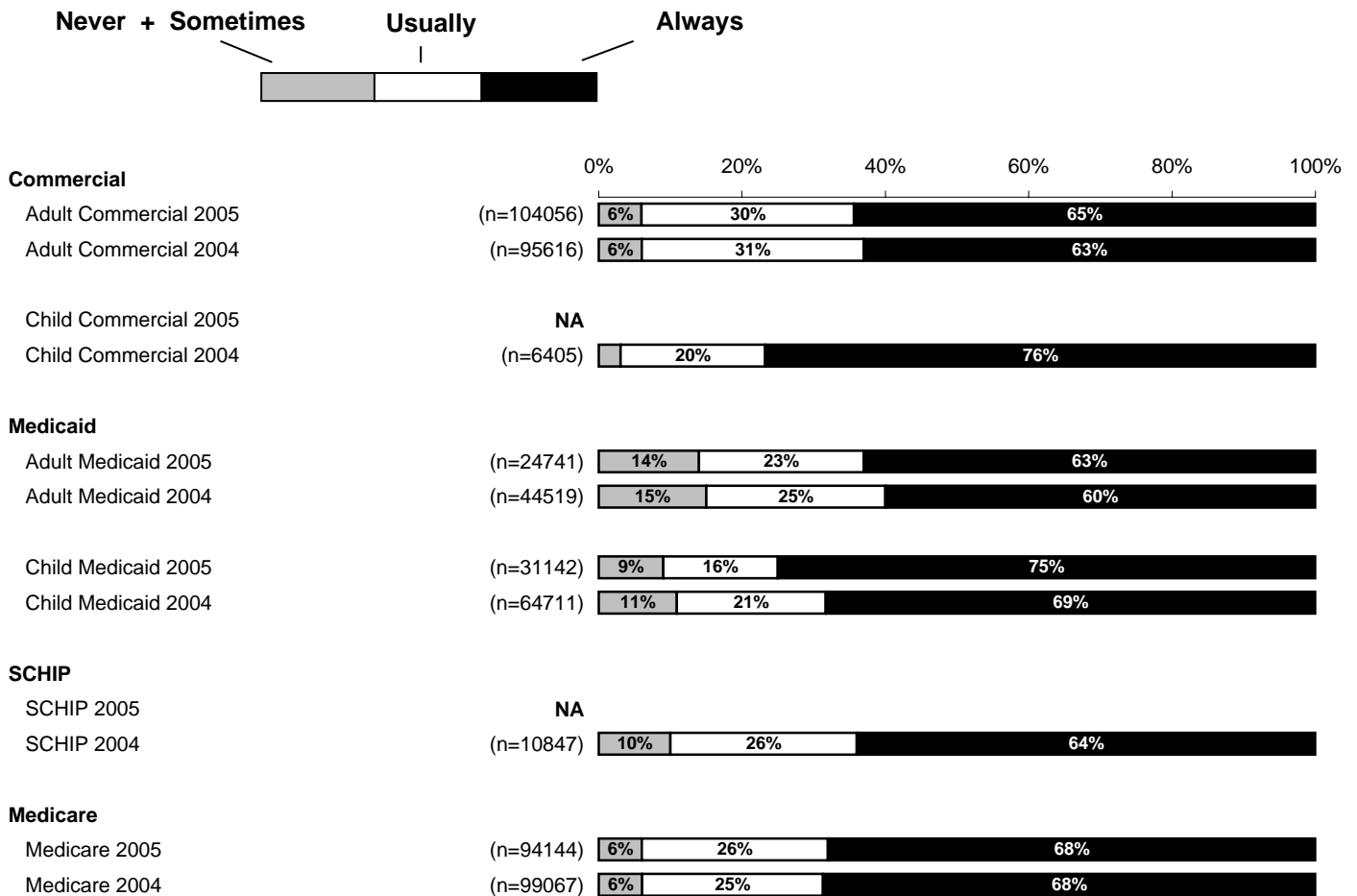


NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did doctors or other health providers listen carefully to consumers.

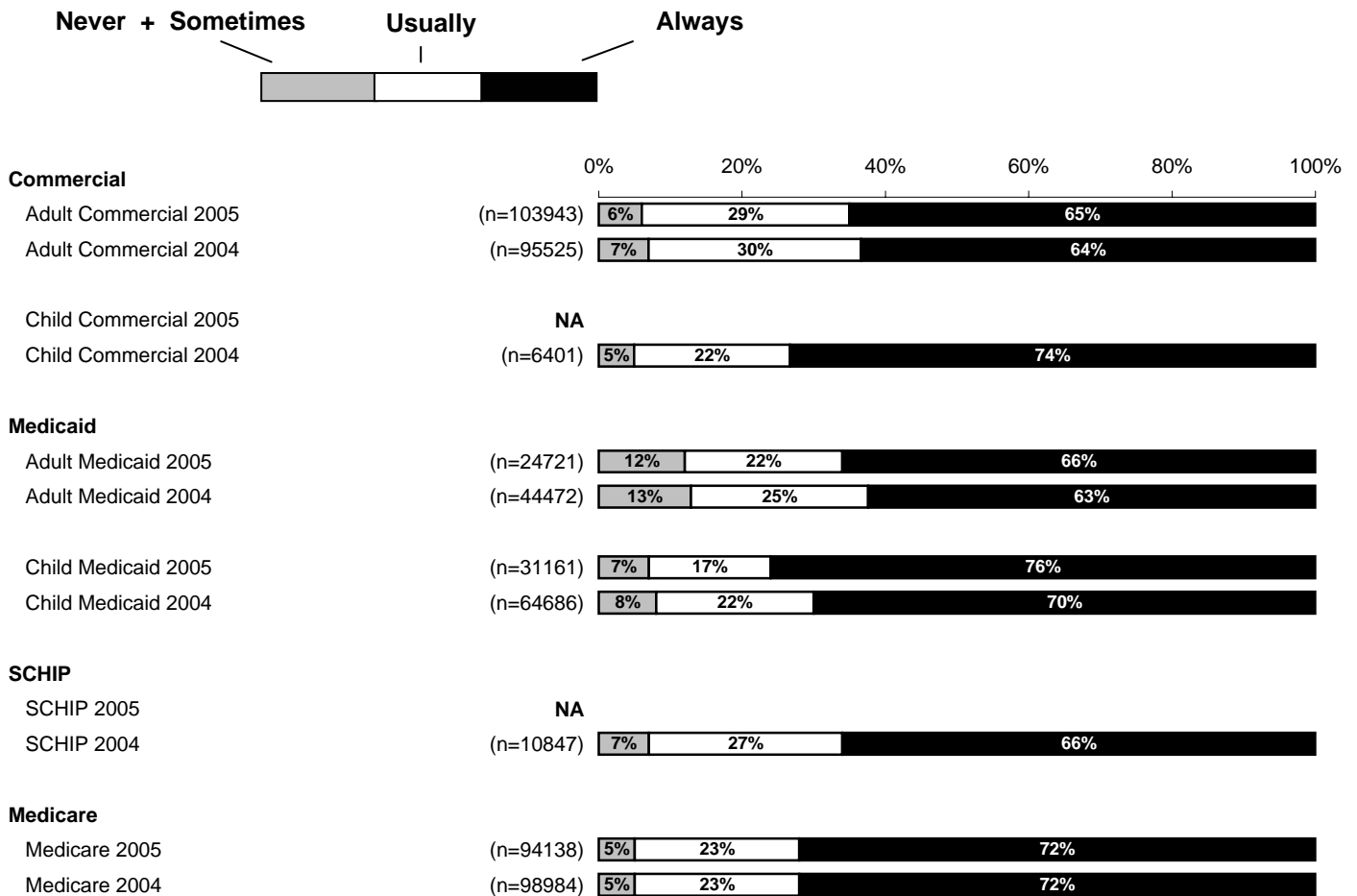
NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did doctors or other health providers explain things in a way adults could understand.



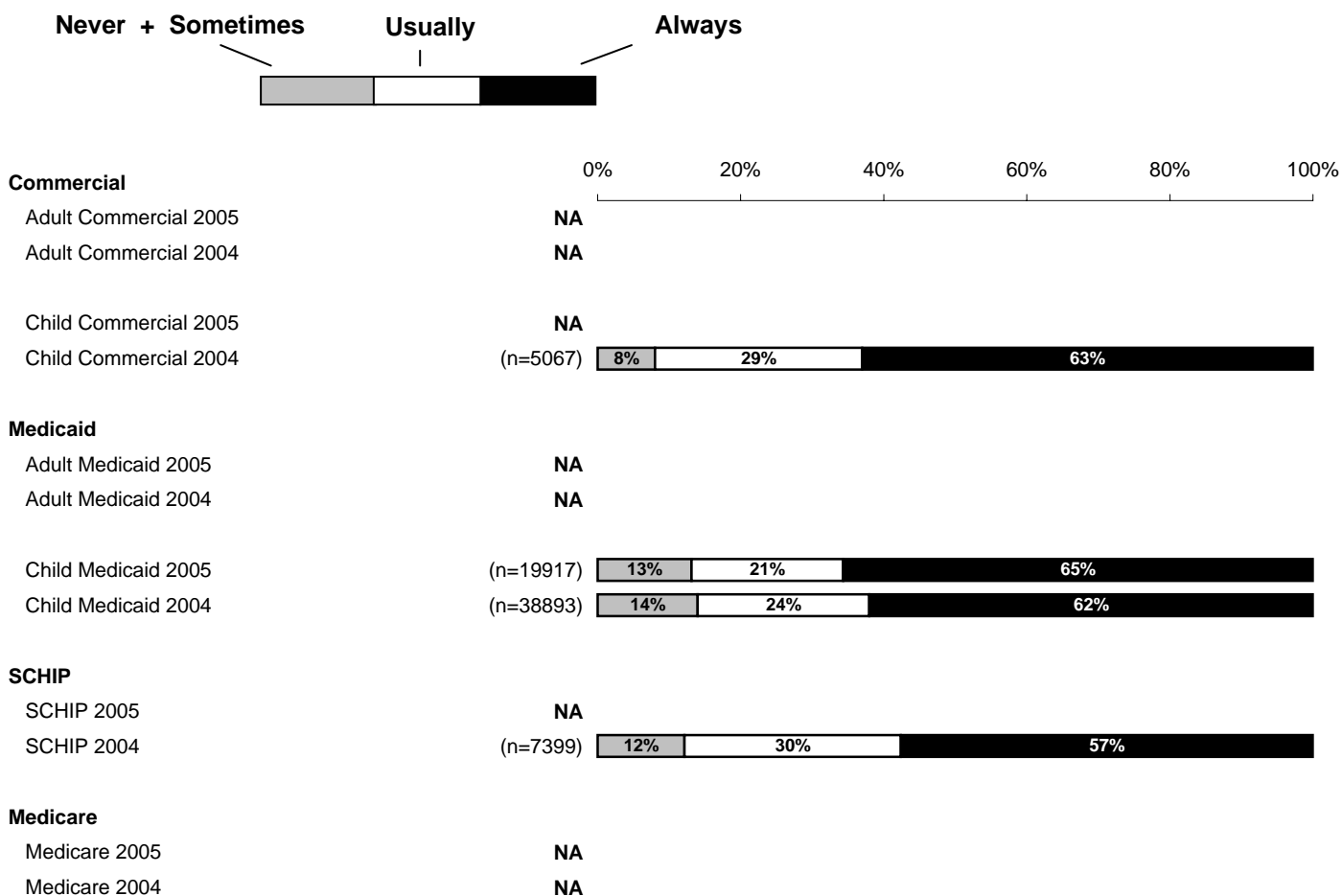
NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did doctors or other health providers show respect for what consumers had to say.

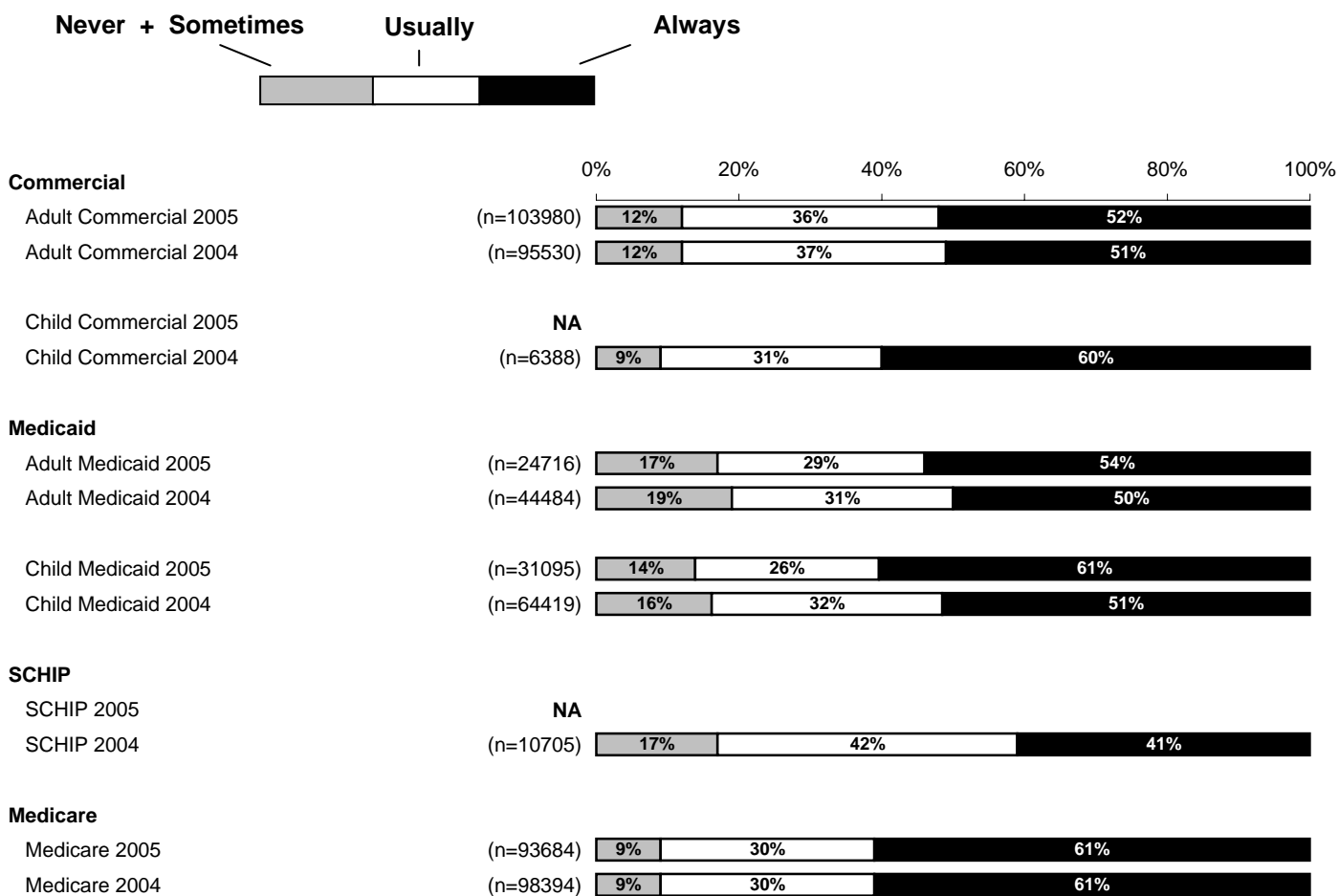


NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did doctors or other health providers explain things in a way a child could understand.



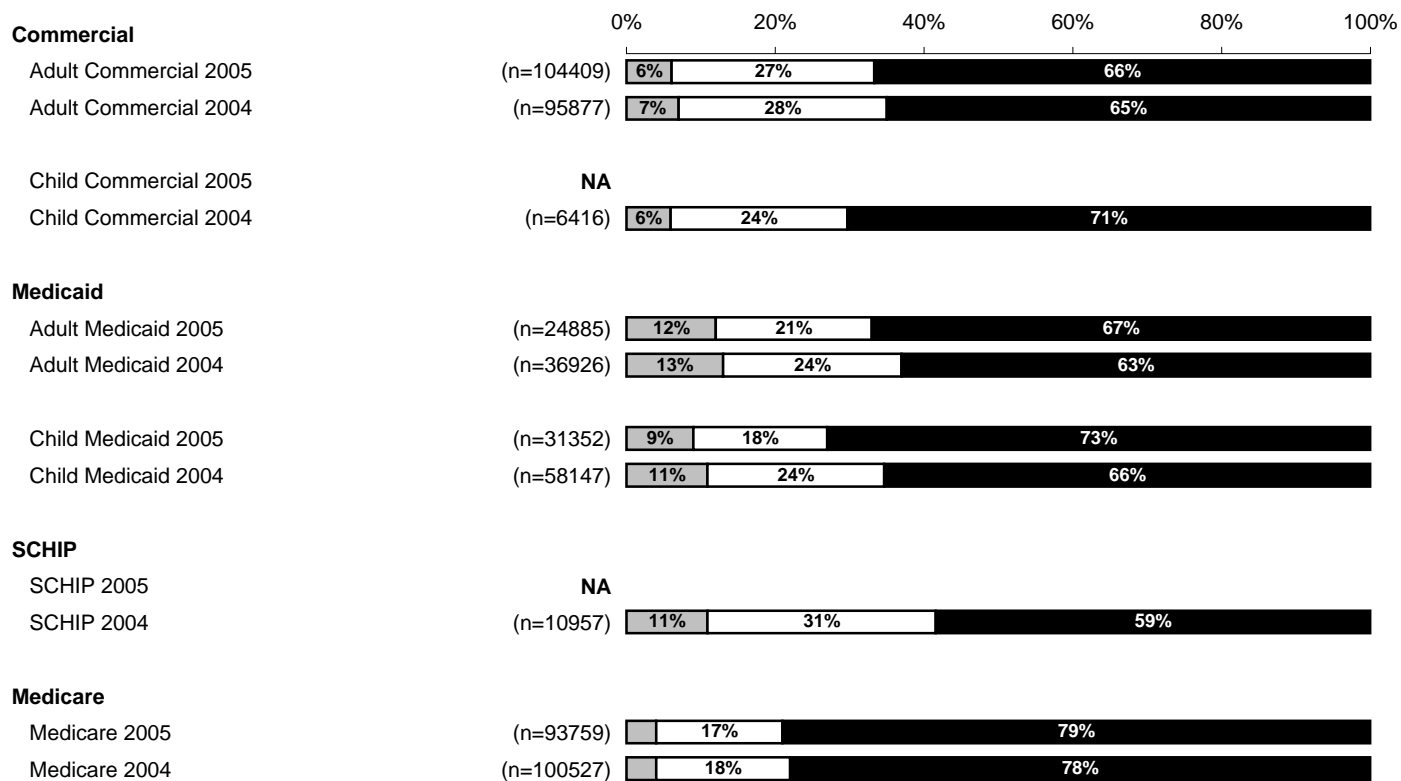
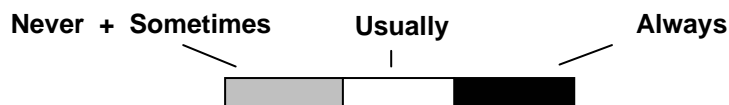
NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did doctors or other health providers spend enough time with consumers.

NOTE: Response distributions may not sum to 100 percent due to rounding.

Courteous and Helpful Office Staff

Combines responses from two questions regarding how often office staff were courteous and helpful.



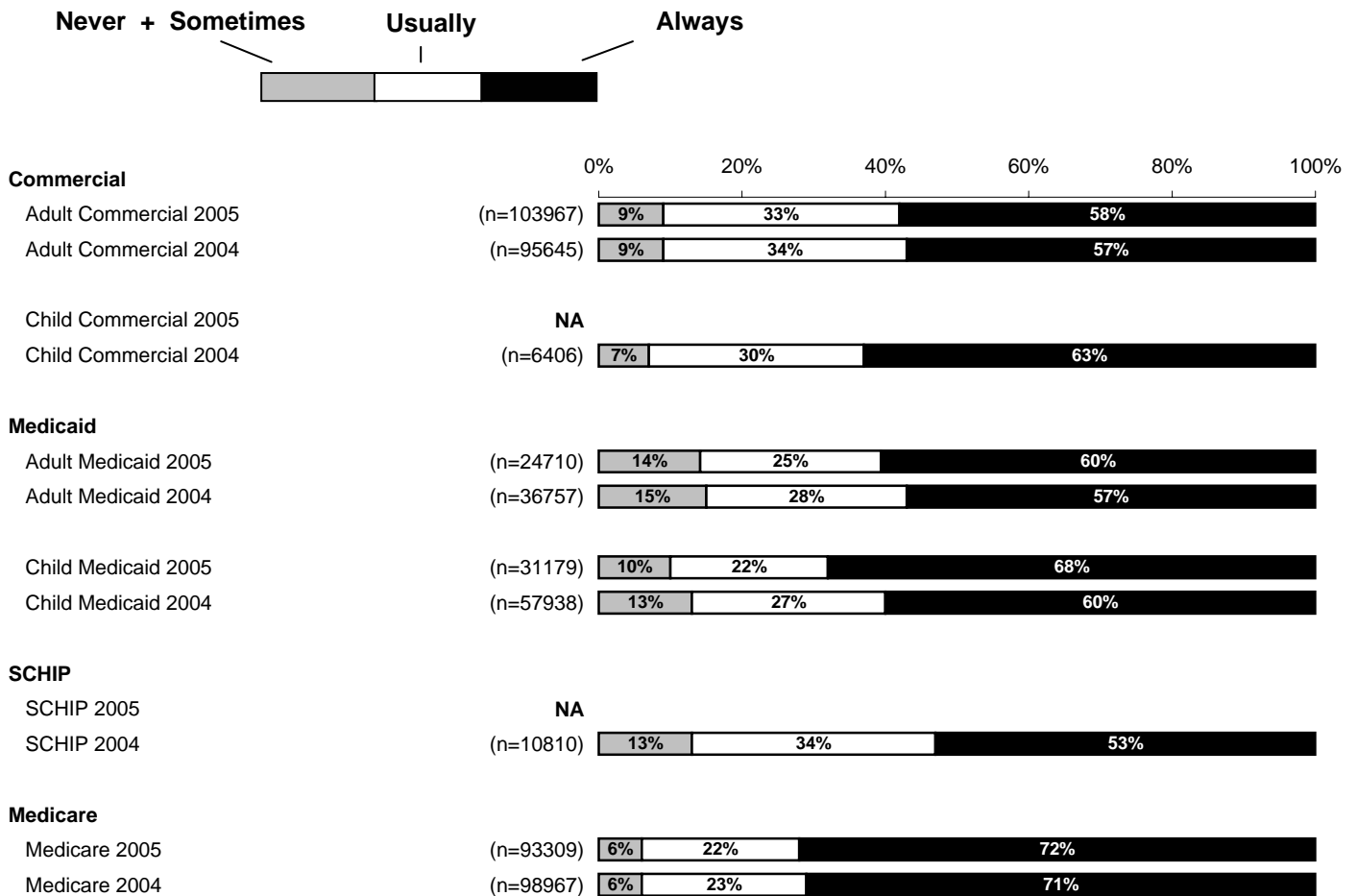
NOTE: Response distributions may not sum to 100 percent due to rounding.

How often did office staff at a doctor's office or clinic treat consumers with courtesy and respect.



NOTE: Response distributions may not sum to 100 percent due to rounding.

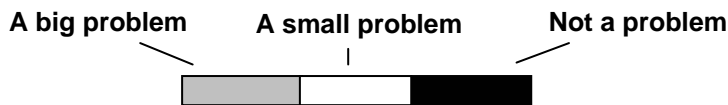
How often were office staff at a doctor's office or clinic as helpful as consumers thought they should be.



NOTE: Response distributions may not sum to 100 percent due to rounding.

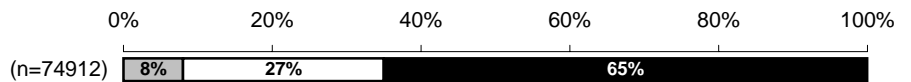
Customer Service

Combines responses from three questions about getting needed information and help from your health plan.



Commercial

Adult Commercial 2005



Adult Commercial 2004



Child Commercial 2005

NA

Child Commercial 2004



Medicaid

Adult Medicaid 2005



Adult Medicaid 2004



Child Medicaid 2005



Child Medicaid 2004



SCHIP

SCHIP 2005

NA

SCHIP 2004



Medicare

Medicare 2005

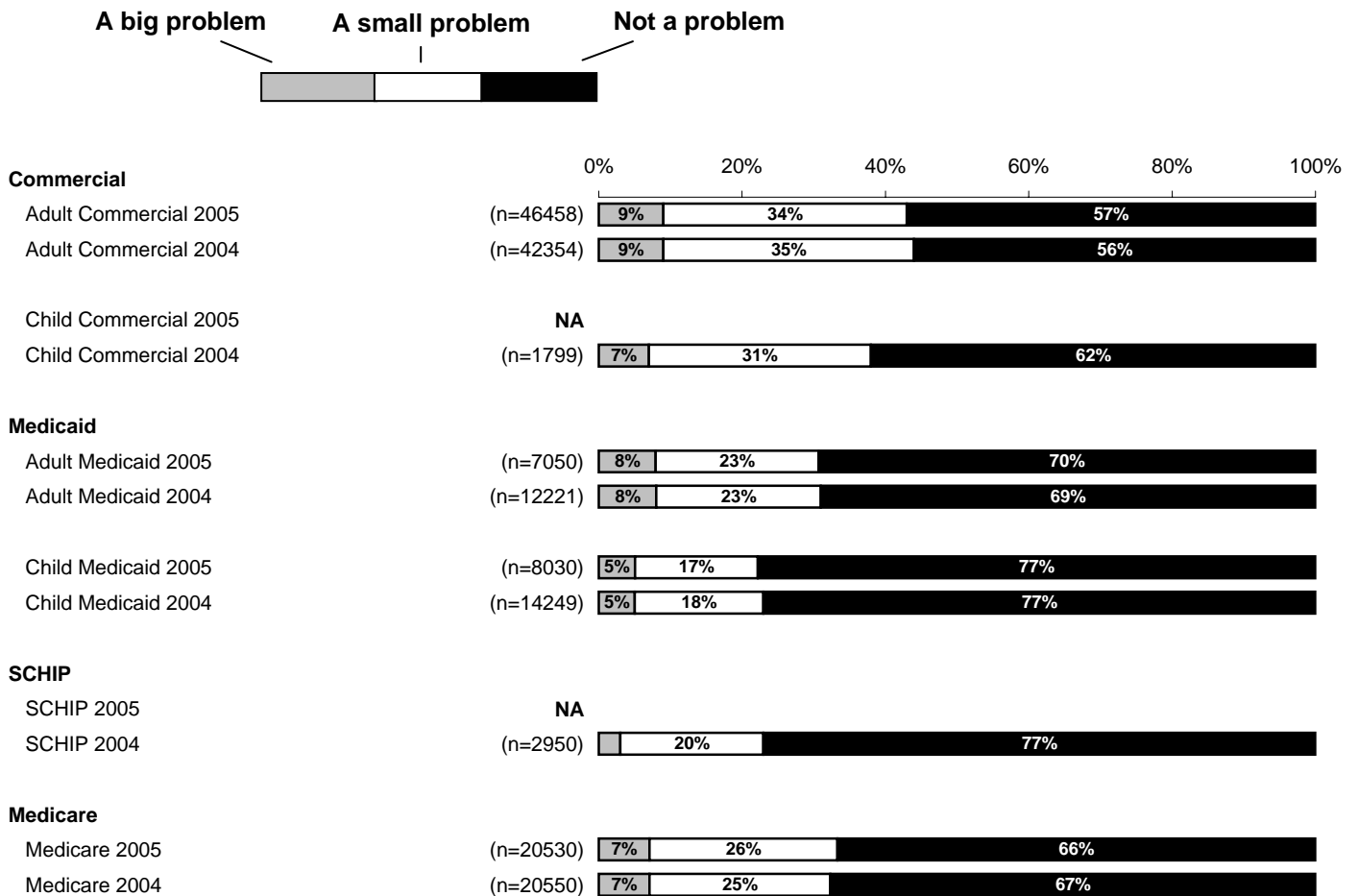


Medicare 2004



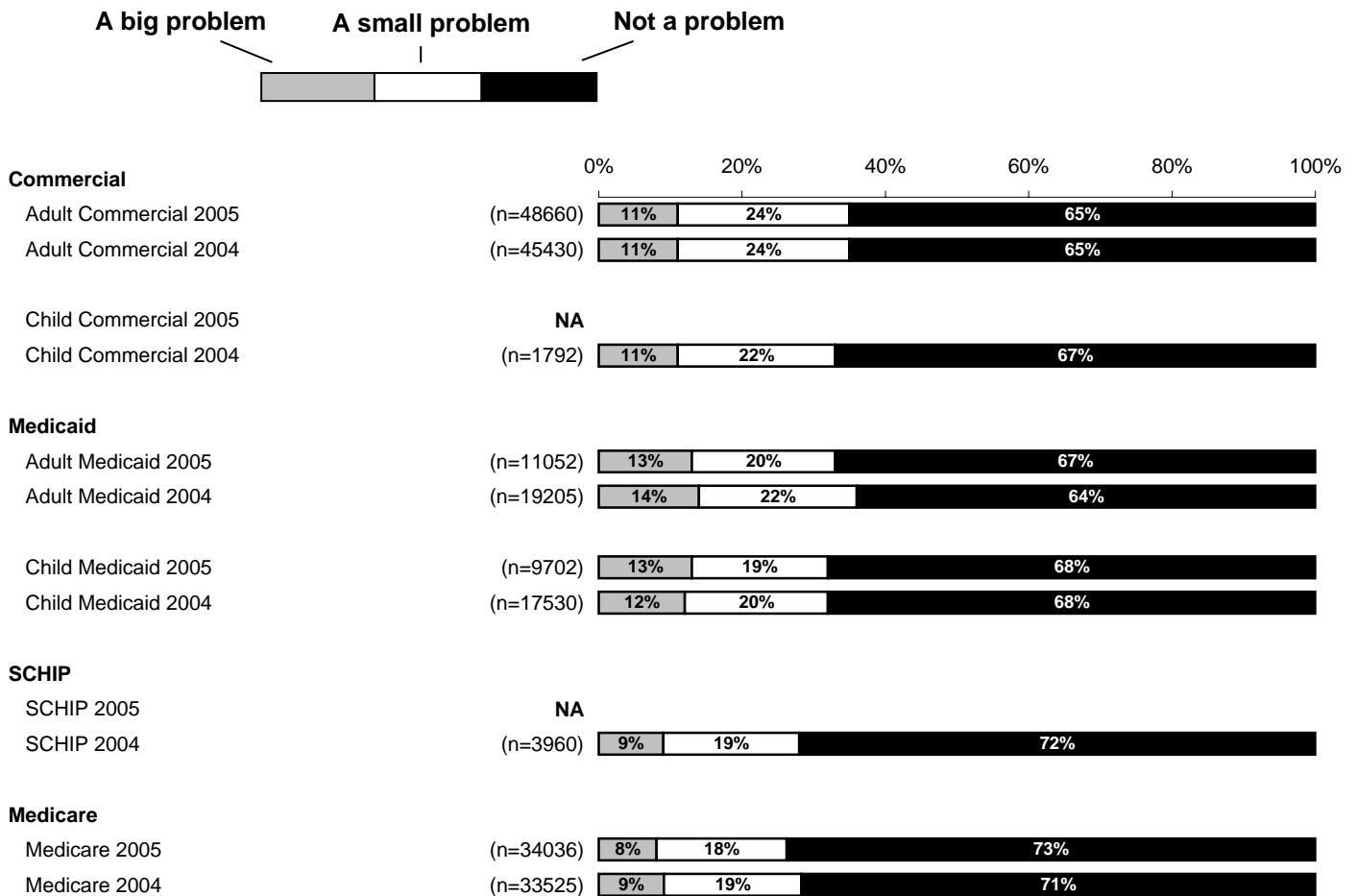
NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, was it to find or understand information.



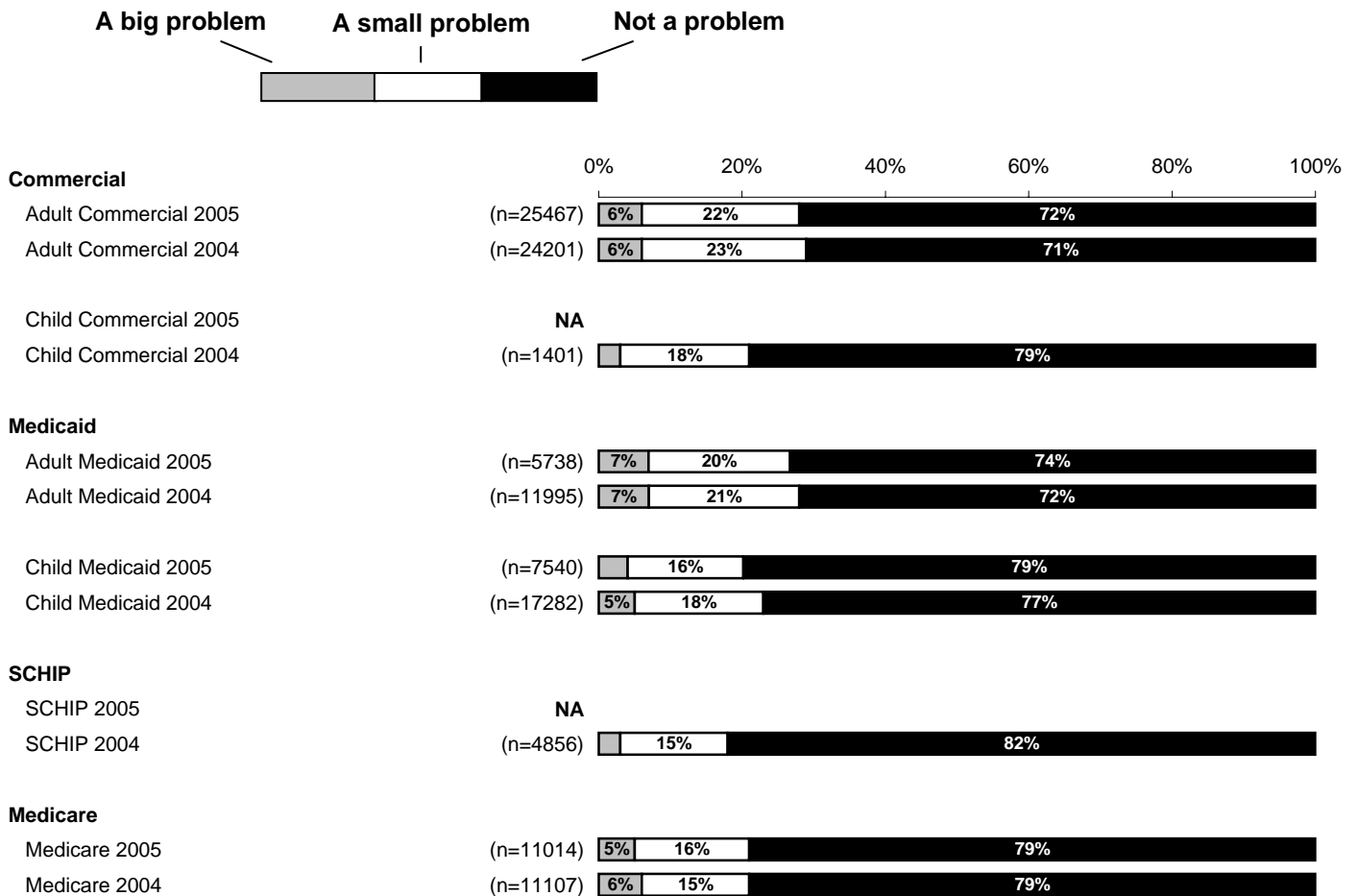
NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, was it to get the help consumers needed when they called their health plan's customer service.



NOTE: Response distributions may not sum to 100 percent due to rounding.

How much of a problem, if any, did consumers have with paperwork for their health plan.



NOTE: Response distributions may not sum to 100 percent due to rounding.

Results for Rating Questions

The CAHPS Health Plan Survey includes four rating questions designed to distinguish among important aspects of care. The four questions ask plan enrollees to rate their experiences in the past 12 months (if commercial and Medicare plan enrollees) or 6 months (if Medicaid and SCHIP plan enrollees) with:

- their personal doctor or nurse;
- the specialist they saw most often;
- health care received from all doctors and other health providers; and
- their health plan.

Ratings are scored from 0 to 10, where 0 is the “worst possible” and 10 is the “best possible.”

The following charts show the distribution of CAHPS Health Plan Survey scores across the four sectors for each of the four ratings.³ A minimum number of 10 plan samples is required to generate results. An “NA” appears for the following results because less than 10 plan samples were submitted to the CAHPS Database: 2005 Child Commercial and 2005 SCHIP results.

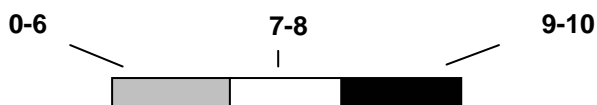
Supporting Information in the Appendix

The Appendix lays out the individual survey items and response options that make up each of the composites, as well as the wording and response options for each of the rating questions.

³ The Medicare Managed Care Survey results presented in these charts may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or the use of case-mix adjustment variables. These results, as well as those presented elsewhere, originate from the same source – CMS’s annual survey of Medicare beneficiaries enrolled in managed care health plans.

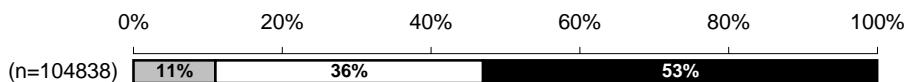
Overall Rating of Personal Doctor

Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your personal doctor or nurse?

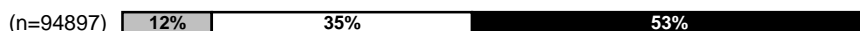


Commercial

Adult Commercial 2005



Adult Commercial 2004



Child Commercial 2005

NA

Child Commercial 2004



Medicaid

Adult Medicaid 2005



Adult Medicaid 2004



Child Medicaid 2005



Child Medicaid 2004



SCHIP

SCHIP 2005

NA

SCHIP 2004



Medicare

Medicare 2005



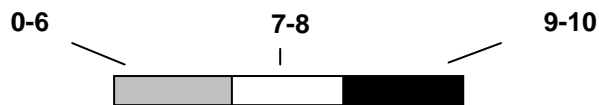
Medicare 2004



NOTE: Response distributions may not sum to 100 percent due to rounding.

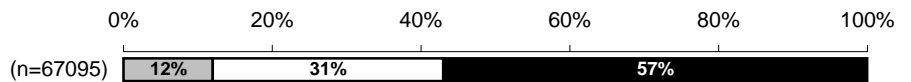
Overall Rating of Specialists

Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your specialist?



Commercial

Adult Commercial 2005



Adult Commercial 2004



Child Commercial 2005

NA

Child Commercial 2004



Medicaid

Adult Medicaid 2005



Adult Medicaid 2004



Child Medicaid 2005



Child Medicaid 2004



SCHIP

SCHIP 2005

NA

SCHIP 2004



Medicare

Medicare 2005



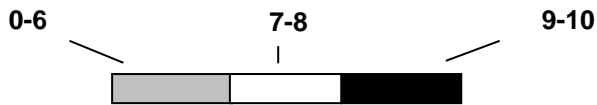
Medicare 2004



NOTE: Response distributions may not sum to 100 percent due to rounding.

Overall Rating of Health Care

Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate all your health care?



Commercial

Adult Commercial 2005

(n=103925)



Adult Commercial 2004

(n=95370)



Child Commercial 2005

NA

Child Commercial 2004

(n=6396)



Medicaid

Adult Medicaid 2005

(n=24658)



Adult Medicaid 2004

(n=43888)



Child Medicaid 2005

(n=31034)



Child Medicaid 2004

(n=64490)



SCHIP

SCHIP 2005

NA

SCHIP 2004

(n=10929)



Medicare

Medicare 2005

(n=93426)



Medicare 2004

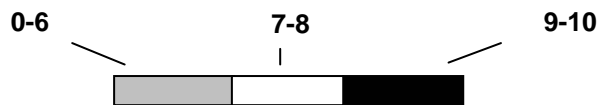
(n=98073)



NOTE: Response distributions may not sum to 100 percent due to rounding.

Overall Rating of Health Plan

Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your health plan?



Commercial

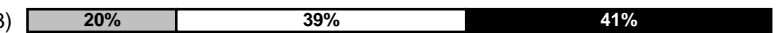
Adult Commercial 2005

(n=120682)



Adult Commercial 2004

(n=109473)



Child Commercial 2005

NA

Child Commercial 2004

(n=6974)



Medicaid

Adult Medicaid 2005

(n=31343)



Adult Medicaid 2004

(n=57447)



Child Medicaid 2005

(n=39563)



Child Medicaid 2004

(n=84056)



SCHIP

SCHIP 2005

NA

SCHIP 2004

(n=16362)



Medicare

Medicare 2005

(n=122028)



Medicare 2004

(n=125410)



NOTE: Response distributions may not sum to 100 percent due to rounding.

Appendix: Definition of Reporting Composites and Ratings

The charts on the following pages present the individual items and responses for each of the CAHPS Health Plan Survey's reporting composites and ratings.

- Chart 1 presents the individual items in each of the five reporting composites.
- Chart 2 presents the question wording for each of the four rating questions.

Chart 1. Items in the CAHPS Health Plan Survey 3.0 Reporting Composites

Reporting Composites and Items	Response Groupings for Presentation
Getting Needed Care	
<ul style="list-style-type: none"> Since you joined your (child's) health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to see a specialist that you (your child) needed to see? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the care, tests, or treatment (for your child) you or a doctor believed necessary? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, were delays in (your child's) health care while you waited for approval from your (child's) plan? 	A big problem, A small problem, Not a problem
Getting Care Quickly	
<ul style="list-style-type: none"> In the last...months, when you called during regular office hours, how often did you get the help or advice you needed (for your child)? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, not counting times you (your child) needed health care right away, how often did you (your child) get an appointment for health care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, when you (your child) needed care right away for an illness, injury, or condition, how often did you (your child) get care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often were you (your child) taken to the exam room within 15 minutes of your (your child's) appointment? 	Never + Sometimes, Usually, Always
Doctors Who Communicate Well	
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers listen carefully to you? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers explain things in a way you could understand? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers show respect for what you had to say? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers explain things in a way a child could understand? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did doctors or other health providers spend enough time with you (your child)? 	Never + Sometimes, Usually, Always
Courteous and Helpful Office Staff	
<ul style="list-style-type: none"> In the last...months, how often did office staff at a (your child's) doctor's office or clinic treat you (and your child) with courtesy and respect? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often were office staff at a (your child's) doctor's office or clinic as helpful as you thought they should be? 	Never + Sometimes, Usually, Always
Health Plan Customer Service	
<ul style="list-style-type: none"> [Screener]: In the last...months, did you look for any information about how your (your child's) health plan works in written material or on the Internet? [yes, no] 	
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to find or understand this information? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the help you needed when you called your (child's) health plan's customer service? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, did you have with paperwork for your (child's) health plan? 	A big problem, A small problem, Not a problem

Chart 2. Rating Items in the CAHPS 3.0 Health Plan Survey

Rating Items	Response Grouping for Presentation
Rating of Personal Doctors	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your (child's) personal doctor or nurse now? 	0-6, 7-8, 9-10
Rating of Specialists	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the (your child's) specialist? 	0-6, 7-8, 9-10
Rating of Health Care	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your (child's) health care? 	0-6, 7-8, 9-10
Rating of Health Plan	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your (child's) health plan now? 	0-6, 7-8, 9-10